

PATENT

Docket No. RSW920030089US1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INVENTORS: David A. Selby
APPLICATION NO. 10/806,204
FILED: March 22, 2004
CASE NO. RSW9200130089US1

Confirmation No. 1932

Examiner: A. Boyce
Group Art Unit: 3623

TITLE: SYSTEM, METHOD, AND COMPUTER PROGRAM
PRODUCT FOR INCREASING THE EFFECTIVENESS OF
CUSTOMER CONTACT STRATEGIES

FILED ELECTRONICALLY ON December 19, 2008

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

**REPLY AND AMENDMENT UNDER 37 C.F.R. §1.111
TO EXAMINER'S ACTION MAILED JUNE 25, 2008**

Sir:

This is in response to the Office Action mailed June 25, 2008, having a period for response set to expire on September 25, 2008. A Petition extending the period for response for three months, to December 25, 2008, is included herein, along with authorization to charge the extension fee to Deposit Account No. 50-4364. The following amendments and remarks are respectfully submitted.

Amendments to the claims begin on page 2 of this paper; Remarks begin on page 6 of this paper.